



Encounter Data Rate Benchmarking Study:
MCO HEDIS® 2013 Rates vs. Plan Encounter Data Calculated Rates

Prepared on Behalf of The
Commonwealth of Kentucky
Department for Medicaid Services
Division of Program Quality and Outcomes

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I. BACKGROUND AND INTRODUCTION

Coventry Health and Life Insurance Company (doing business as CoventryCares of Kentucky), WellCare of Kentucky and Passport Health Plan were required by the Kentucky Department for Medicaid Services (DMS) to report Healthcare Effectiveness Data and Information Set (HEDIS¹) measure results to the National Committee for Quality Assurance (NCQA) for its Medicaid product line in 2013. Humana CareSource was not required to submit HEDIS since they only began operations in January 2013 and did not have the required membership for this reporting period. HEDIS is the most widely used set of performance measures in the managed care industry. HEDIS was developed and is maintained by NCQA, a not-for-profit organization committed to assessing, reporting and improving the quality of care provided by organized delivery systems. The Managed Care Organizations (MCOs) reported HEDIS data is used for purposes of monitoring quality of and access to care, as well as for NCQA accreditation of its Medicaid product line, which is also a DMS contract requirement.

IPRO serves as the Medicaid External Quality Review Organization (EQRO) for the Commonwealth of Kentucky. As the EQRO, IPRO receives extracts of MCO submitted encounter data from KDMS. Encounters are received on a monthly basis and are loaded into a SAS data warehouse at IPRO.

As one of the optional Medicaid managed care External Quality Review activities, DMS requested that IPRO conduct an encounter data validation project. The topic chosen was an analysis of select MCO HEDIS 2013 measures to evaluate MCO encounter data completeness in the IPRO data warehouse. IPRO accomplished this by creating SAS programs using the HEDIS technical specifications to calculate HEDIS measure rates using the encounter data from the EQRO data warehouse. The results were compared to the rates submitted by the MCO's to NCQA for their annual HEDIS reporting. The four HEDIS measures selected were: *Breast Cancer Screening (BCS)*, *Annual Dental Visits (ADV)*, *Children and Adolescents' Access to Primary Care Practitioners (CAP)* and *Adult Access to Preventive/Ambulatory Health Services (AAP)*.

In order to evaluate the completeness and accuracy of the IPRO data warehouse, this HEDIS "benchmarking" project aimed to compare the HEDIS measure rates calculated by IPRO using MCO submitted encounter data to the HEDIS measure rates calculated by the MCO's. Specifically, the project aimed to validate that the data contained in the encounter data warehouse was consistent with the health plan data with regard to fields including, but not limited to: member eligibility and enrollment dates, dates of service, diagnosis codes and procedure codes. The overarching goal was to identify issues and improve the quality of the data in the data warehouse so that DMS may use the encounter data to reliably calculate measures of quality and cost, and for rate setting.

¹ HEDIS is a registered trademark of NCQA, the National Committee for Quality Assurance.

II. METHODOLOGY

Each year, health plans submit their HEDIS data to NCQA via a secure, web-based electronic tool known as the HEDIS Interactive Data Submission System (IDSS). In order to conduct this task, IPRO received an electronic version of each MCO's 2013 HEDIS IDSS populated with all of their Medicaid product line measure data. These data provided the baseline for comparison.

To calculate HEDIS rates independently of the MCO's rates, IPRO followed NCQA's HEDIS 2013 Volume 2: Technical Specifications to develop SAS programs for the four measures included in this study. IPRO then calculated the selected HEDIS measures: *Breast Cancer Screening (BCS)*, *Annual Dental Visits (ADV)*, *Children and Adolescents' Access to Primary Care Practitioners (CAP)* and *Adult Access to Preventive/Ambulatory Health Services (AAP)* using the MCO encounter data within the IPRO encounter data warehouse.

These encounter calculated rates were compared to the HEDIS rates reported by the MCO's to NCQA and DMS. The results are displayed in figures contained in Appendix 1 of this report.

III. FINDINGS

The tables below and the figures in Appendix 1 display the comparisons between the MCO's reported rates and the encounter data calculated rates. The findings are described below.

CoventryCares of Kentucky

The results of the comparison were as follows:

HEDIS 2013 and Encounter Data Calculated Rates

Measure ¹	HEDIS Denominator ²	HEDIS Numerator ²	HEDIS Rate ²	Encounter Denominator ³	Encounter Numerator ³	Encounter Rate ³	SS ⁴
CAP (Ages 12-24 mos)	6,795	6,655	97.94	6,887	6,691	97.2	NS
CAP (Ages 25 month-6 yrs)	32,077	30,130	93.93	32,360	29,964	92.6	SS
CAP (Ages 7-11 yrs)	NA	NA	NA	NA	NA	NA	NA
CAP (Ages 12-19 yrs)	NA	NA	NA	NA	NA	NA	NA
AAP (Ages 20-44 yrs)	19,984	17,661	87.4	25,676	22,432	87.4	NS
AAP (Ages 45-64 yrs)	12,893	12,081	93.1	20,838	19,402	93.1	NS
AAP (Ages 65+)	214	190	93.3	10,289	9,597	93.3	NS
BCS	NA	NA	NA	NA	NA	NA	NA
ADV	96,495	58,926	61.07	97,637	57,163	58.5	SS

¹ Measure names: CAP – Children and Adolescents' Access to Primary Care Providers; AAP – Adults' Access to Preventive/Ambulatory Health Services; BCS – Breast Cancer Screening; ADV – Annual Dental Visit

² These are the data the MCO reported for HEDIS 2013.

³ These are the data derived from the encounter data.

⁴ Indicates difference in rates was statistically significant.

NA: not applicable; SS: statistically significant; NS not significant

Children and Adolescents' Access to Primary Care (CAP)

CoventryCares did not report this measure for the age groups 7-11 and 12-19 years since these subgroups required a two year membership and the plan was not serving Kentucky Medicaid for two years at the time of HEDIS 2013 reporting.

While the difference in the MCO-reported and encounter data calculated rates for the 25 month to 6 year age group is considered statistically significant, the MCO and encounter data rates for this group and the 12 to 24 month age group were very similar - the numerators and denominators for both age groups' rates were close.

Adults' Access to Preventive/Ambulatory Health Services (AAP)

For this measure, the encounter calculated denominators for each age group were much higher than CoventryCares reported for HEDIS. As a result, the numerators were also higher. While differences in the rates for all three age groups were considered not statistically significant, the encounter rate for the 65+ age group showed a difference of more than 5 percentage points higher than the MCO-reported rate. The rates for the 20 to 44 years and 45 to 64 years age groups were within approximately 1 percentage point of each other.

Breast Cancer Screening (BCS)

This measure requires a two year enrollment period and therefore was not reported by CoventryCares.

Annual Dental Visit (ADV)

Although the difference in the two rates was statistically significant, the denominator and numerator were fairly close when comparing the HEDIS and calculated rates. The actual rates were within approximately 3 percentage points of each other.

Passport Health Plan

The results of the comparison were as follows:
HEDIS 2013 and Encounter Data Calculated Rates

Measure ¹	HEDIS Denominator ²	HEDIS Numerator ²	HEDIS Rate ²	Encounter Denominator ³	Encounter Numerator ³	Encounter Rate ³	SS ⁴
CAP (Ages 12-24 mos)	7,172	7,018	97.85	7,389	6,953	94.1	SS
CAP (Ages 25 month-6 yrs)	30,502	27,261	89.37	34,395	24,662	71.7	SS
CAP (Ages 7-11 yrs)	26,455	20,720	91.95	24,697	18,871	76.4	SS
CAP (Ages 12-19 yrs)	26,455	24,244	91.64	28,451	21,922	77.1	SS
AAP (Ages 20-44 yrs)	16,778	14,281	82.24	19,275	14,208	73.7	SS
AAP (Ages 45-64 yrs)	13,090	11,870	88.06	14,327	11,839	82.6	SS
AAP (Ages 65+)	5,206	4,793	90.62	5,578	4,785	85.8	SS
BCS	8,969	4,634	51.67	9,347	3,332	35.6	SS
ADV	90,746	55,310	60.95	102,030	52,110	51.1	SS

¹ Measure names: CAP – Children and Adolescents’ Access to Primary Care Providers; AAP – Adults’ Access to Preventive/Ambulatory Health Services; BCS – Breast Cancer Screening; ADV – Annual Dental Visit

² These are the data the MCO reported for HEDIS 2013.

³ These are the data derived from the encounter data.

⁴ Indicates difference in rates was statistically significant (SS).

NA: not applicable; SS: statistically significant; NS not significant

Children and Adolescents’ Access to Primary Care (CAP)

For the CAP measure, all four age groups’ rates showed differences that were statistically significant. Additionally, the denominators were slightly higher while the numerators were all slightly lower when comparing the encounter rates and the HEDIS reported rates. Therefore, the calculated rates were lower than the reported rates. The two rates for 25 month to 6 year age group were closest with a difference of just under 4 percentage points.

Adults' Access to Preventive/Ambulatory Health Services (AAP)

Similar to the Children and Adolescents' Access to Primary Care measure, the encounter rates had higher denominators and lower numerators for all three age groups when compared to the HEDIS reported numbers. This in turn caused sizable differences between the reported and calculated rates.

Breast Cancer Screening (BCS)

Similar to both the previous measures, the BCS figures had higher calculated denominators and lower numerators for the encounter rates. Again, this resulted in sizable differences between the two rates (x percentage points).

Annual Dental Visit (ADV)

This fourth measure also resulted in a higher denominator and a lower numerator when calculated using encounter data. The calculated rate was nearly nine percentage points below the HEDIS reported rate.

WellCare of Kentucky

The results of the comparison were as follows:
HEDIS 2013 and Encounter Data Calculated Rates

Measure ¹	HEDIS Denominator ²	HEDIS Numerator ²	HEDIS Rate ²	Encounter Denominator ³	Encounter Numerator ³	Encounter Rate ³	SS ⁴
CAP (Ages 12-24 mos)	5,954	5,818	97.7	5,859	5,581	95.3	SS
CAP (Ages 25 month-6 yrs)	23,990	22,457	93.6	23,524	20,781	88.3	SS
CAP (Ages 7-11 yrs)	NA	NA	NA	NA	NA	NA	NA
CAP (Ages 12-19 yrs)	NA	NA	NA	NA	NA	NA	NA
AAP (Ages 20-44 yrs)	19,360	17,065	88.15	18,802	16,075	85.5	SS
AAP (Ages 45-64 yrs)	16,383	15,279	93.26	16,115	14,706	91.3	SS
AAP (Ages 65+)	6,250	5,855	93.68	6,034	5,508	91.3	SS
BCS	NA	NA	NA	NA	NA	NA	NA
ADV	74,286	45,900	61.8	72,922	34,409	47.2	SS

¹ Measure names: CAP – Children and Adolescents’ Access to Primary Care Providers; AAP – Adults’ Access to Preventive/Ambulatory Health Services; BCS – Breast Cancer Screening; ADV – Annual Dental Visit

² These are the data the MCO reported for HEDIS 2013.

³ These are the data derived from the encounter data.

⁴ Indicates difference in rates was statistically significant.

NA: not applicable; SS: statistically significant; NS not significant

Children and Adolescents’ Access to Primary Care (CAP)

WellCare did not report this measure for the age groups 7-11 and 12-19 years since these subgroups required a two year membership and the plan was not serving Kentucky Medicaid for two years at the time of HEDIS 2013 reporting.

While the difference in rates for the two reported subgroups (ages 12 to 24 months and 25 months to 6 years) were considered statistically significant, the rates for the 12 to 24 month age group were within 2.5 percentage points of each other and the rates for the 25 month to 6 year age

group showed a larger discrepancy at over 5 percentage points. The encounter data denominators were similar while the numerators were lower compared to the HEDIS reported rates.

Adults' Access to Preventive / Ambulatory Health Services (AAP)

For this measure, the numerators and denominators for the rates derived from the MCO encounters were much higher than those reported for HEDIS. Since there were more members in the calculated measures, it in turn caused the numerators to be higher also. While the differences in the rates for all three age groups were not considered statistically significant, the 65+ age group encounter rate was a full 5 percentage points higher than the HEDIS reported rate. The rates for the 20 to 44 and 45 to 64 age groups were both within about 1 percentage point of each other.

Breast Cancer Screening (BCS)

This measure requires a two year enrollment period and therefore was not reported by WellCare.

Annual Dental Visit (ADV)

The denominator for the HEDIS-reported rate was fairly close to the calculated rate denominator. The numerator for the calculated rate was much lower than the HEDIS-reported rate causing a much lower rate and a large difference between the two rates.

IV. LIMITATIONS

When reviewing the project findings, the following limitations should be noted:

- § Some discrepancies would be expected due to the time difference inherent in this project. The MCO's prepared their HEDIS eligible populations and denominators early in 2013 and the numerators and rates in the second quarter of 2013 in order to report HEDIS timely in June 2013. IPRO calculated the encounter-derived eligible populations, denominators, numerators and rates in June 2014, a full year later. Given the time gap, the enrollment data would have been updated and more claims would have been reported, thereby impacting the eligible populations/denominators.
- § For the Children's and Adolescents' Access to PCPs measure, the codes within the encounter system used to designate a PCP visit used in the IPRO methodology may have differed from, the MCOs methodologies.

V. Next Steps

This study should be re run for HEDIS 2014 and a comparison of member detail files should be requested from each MCO in order to determine possible causes of difference in numerators

VI. REFERENCE(S)

HEDIS 2013 Volume 2: Technical Specifications, NCQA, 2012.

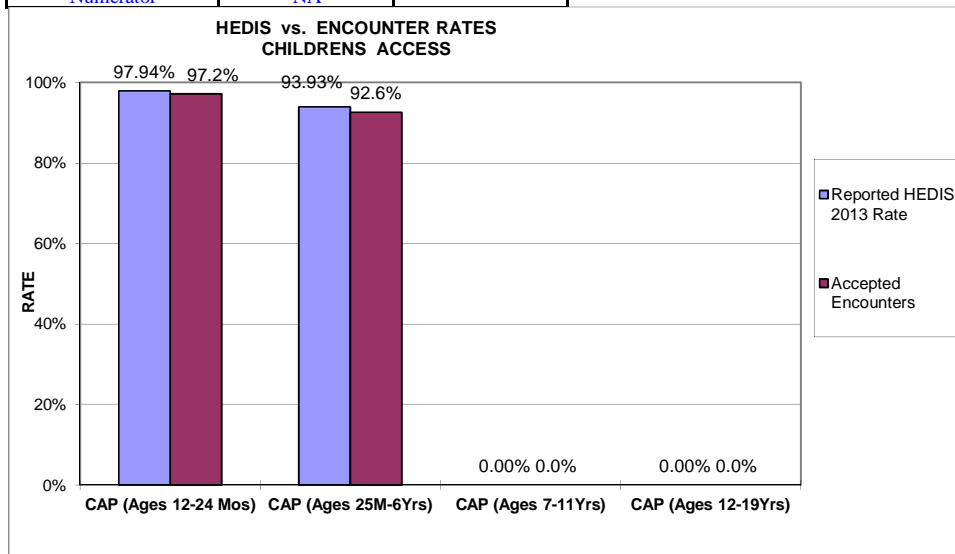
Appendix 1

CoventryCares of Kentucky
MCO HEDIS Rates - Plan Reported Versus Calculated Using Encounter Data

DATES OF SERVICE: 01JAN2012 - 31DEC2012
HEDIS[®] 2013 CHILDREN and ADOLESCENTS' ACCESS TO PRIMARY CARE PRACTITIONERS (CAP)

Measure	MCO HEDIS 2013 (MY 2012) ¹	MCO Encounter (MY 2012) ²	Comparison of HEDIS to Encounter Rates ³
CAP (Ages 12-24 Mos)	97.94%	97.2%	ns
CAP (Ages 25M-6Yrs)	93.93%	92.6%	ss
CAP (Ages 7-11Yrs)	NA	NA	NA
CAP (Ages 12-19Yrs)	NA	NA	NA

CAP (Ages 12-24 Mos)		
Denominator	6,795	6,887
Numerator	6,655	6,691
CAP (Ages 25M-6Yrs)		
Denominator	32,077	32,360
Numerator	30,130	29,964
CAP (Ages 7-11Yrs)		
Denominator	NA	
Numerator	NA	
CAP (Ages 12-19Yrs)		
Denominator	NA	
Numerator	NA	



1-Rate reported for HEDIS 2013 by MCO.
2-Rate calculated from encounters submitted by MCO.
3-ss=statistically significant difference, ns=not statistically significant difference.

NOTE: Age as of December 31 of the measurement year.
No more than a one month gap in enrollment during the measurement year

ISSUE DATE: 9-Jul-14

CoventryCares of Kentucky

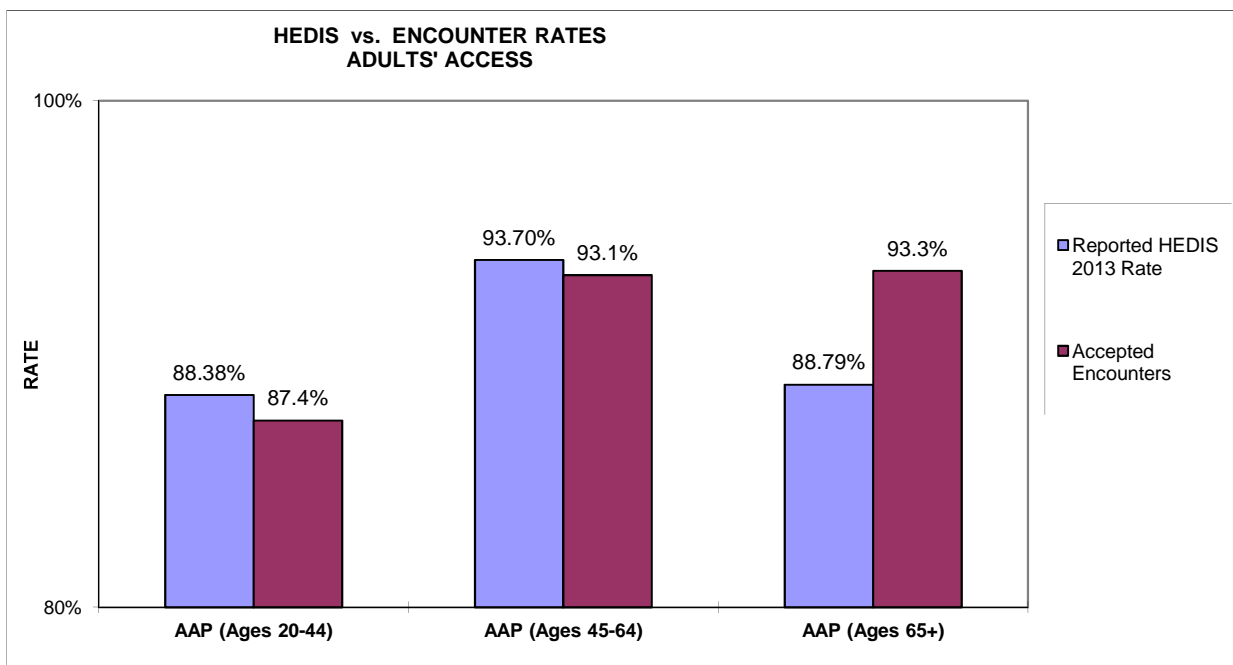
MCO HEDIS Rates - Plan Reported Versus Calculated Using Encounter Data

DATES OF SERVICE: 01JAN2012 - 31DEC2012

HEDIS^â 2013 ADULTS' ACCESS TO PREVENTIVE/AMBULATORY HEALTH SERVICES (AAP)

Measure	MCO HEDIS 2013 (MY 2012) ¹	MCO Encounter (MY 2012) ²	Comparison of HEDIS to Encounter Rates ³
AAP (Ages 20-44)	88.38%	87.4%	ns
AAP (Ages 45-64)	93.70%	93.1%	ns
AAP (Ages 65+)	88.79%	93.3%	ns

AAP (Ages 20-44)		
Denominator	19,984	25,676
Numerator	17,661	22,432
AAP (Ages 45-64)		
Denominator	12,893	20,838
Numerator	12,081	19,402
AAP (Ages 65+)		
Denominator	214	10,289
Numerator	190	9,597



1-Rate reported for HEDIS 2013 by MCO.

2-Rate calculated from encounters submitted by MCO.

3-ss=statistically significant difference, ns=not statistically significant difference.

NOTE: Includes adults ages 20-65+ as of December 31 of the measurement year.

No more than a one month gap in enrollment during the measurement year

ISSUE DATE: 9-Jul-14

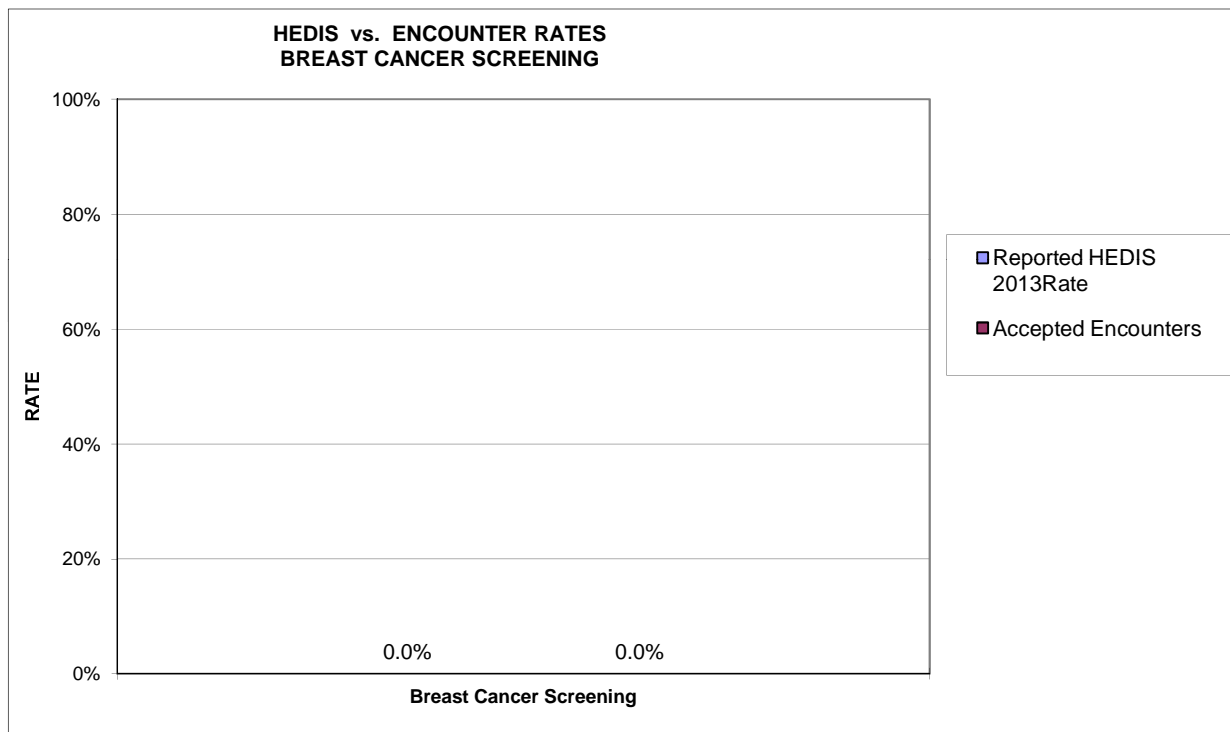
CoventryCares of Kentucky

MCO HEDIS Rates - Plan Reported Versus Calculated Using Encounter Data

DATES OF SERVICE: 01JAN2012 - 31DEC2012

HEDIS® 2013 BREAST CANCER SCREENING (BCS)

Measure	MCO HEDIS 2013 (MY 2012) ¹	MCO Encounter (MY 2012) ²	Comparison of HEDIS to Encounter Rates ³
Breast Cancer Screening	NA	NA	NA
Denominator	NA	NA	
Numerator	NA	NA	



1-Rate reported for HEDIS 2013 by MCO.

2-Rate calculated from encounters submitted by MCO.

3-ss=statistically significant difference, ns=not statistically significant difference.

NOTE: Includes women ages 42-69 years as of December 31 of the measurement year.

No more than a one month gap in enrollment during the measurement year

ISSUE DATE: 9-Jul-14

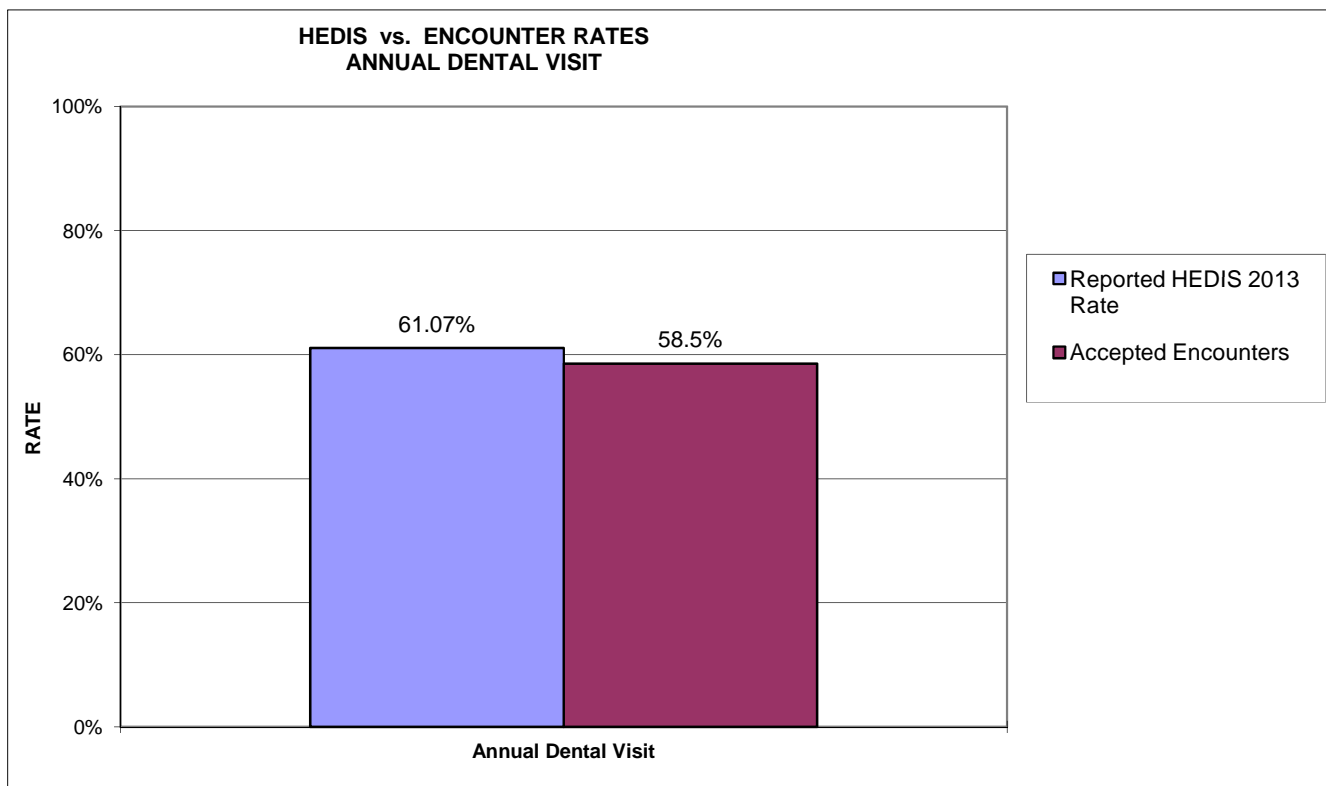
CoventryCares of Kentucky

MCO HEDIS Rates - Plan Reported Versus Calculated Using Encounter Data

DATES OF SERVICE: 01JAN2012 - 31DEC2012

HEDIS[®] 2013 ANNUAL DENTAL VISIT (ADV)

Measure	MCO HEDIS 2013 (MY 2012) ¹	PHP Encounter (MY 2005) ²	Comparison of HEDIS to Encounter Rates ³
Annual Dental Visit	61.07%	58.5%	ss
Denominator	96,495	97,637	
Numerator	58,926	57,163	



1-Rate reported for HEDIS 2013 by MCO.

2-Rate calculated from encounters submitted by MCO.

3-ss=statistically significant difference, ns=not statistically significant difference.

NOTE: Includes members who turned 2-21 years as of December 31 of the measurement year.

No more than a one month gap in enrollment during the measurement year

ISSUE DATE:

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Passport Health Plan

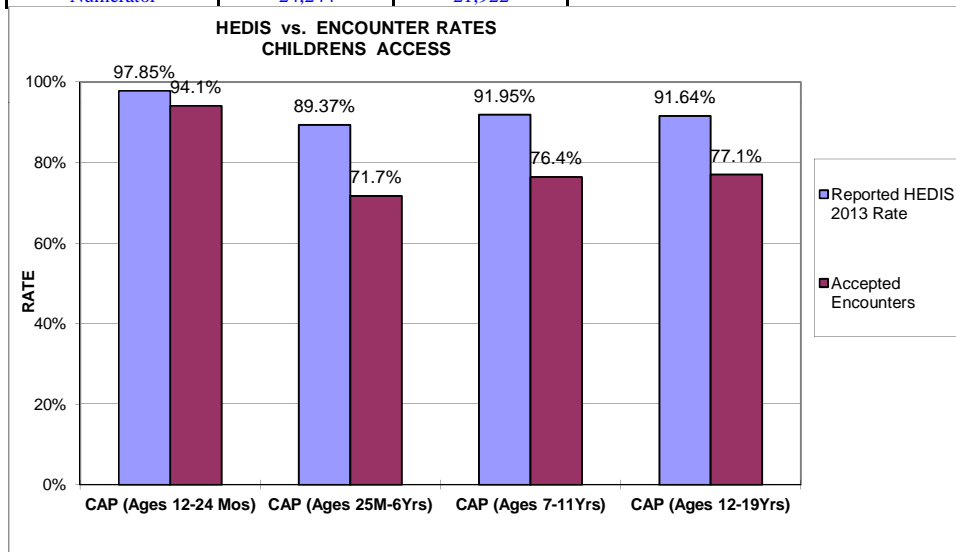
MCO HEDIS Rates - Plan Reported Versus Calculated Using Encounter Data

DATES OF SERVICE: 01JAN2012 - 31DEC2012

HEDIS[®] 2013 CHILDREN and ADOLESCENTS' ACCESS TO PRIMARY CARE PRACTITIONERS (CAP)

Measure	MCO HEDIS 2013 (MY 2012) ¹	MCO Encounter (MY 2012) ²	Comparison of HEDIS to Encounter Rates ³
CAP (Ages 12-24 Mos)	97.85%	94.1%	ss
CAP (Ages 25M-6Yrs)	89.37%	71.7%	ss
CAP (Ages 7-11Yrs)	91.95%	76.4%	ss
CAP (Ages 12-19Yrs)	91.64%	77.1%	ss

CAP (Ages 12-24 Mos)		
Denominator	7,172	7,389
Numerator	7,018	6,953
CAP (Ages 25M-6Yrs)		
Denominator	30,502	34,395
Numerator	27,261	24,662
CAP (Ages 7-11Yrs)		
Denominator	22,533	24,697
Numerator	20,720	18,871
CAP (Ages 12-19Yrs)		
Denominator	26,455	28,451
Numerator	24,244	21,922



1-Rate reported for HEDIS 2013 by MCO.

2-Rate calculated from encounters submitted by MCO.

3-ss=statistically significant difference, ns=not statistically significant difference.

NOTE: Age as of December 31 of the measurement year.

No more than a one month gap in enrollment during the measurement year

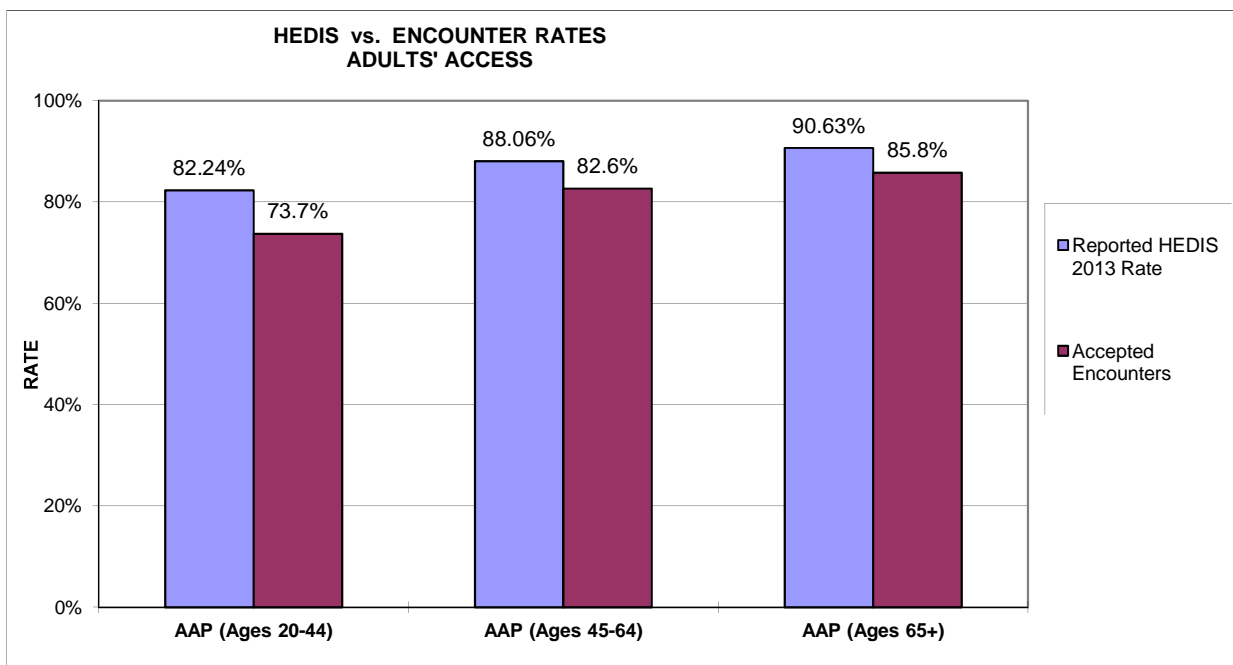
ISSUE DATE:

9-Jul-14

Passport Health Plan**MCO HEDIS Rates - Plan Reported Versus Calculated Using Encounter Data****DATES OF SERVICE: 01JAN2012 - 31DEC2012****HEDIS¹ 2013 ADULTS' ACCESS TO PREVENTIVE/AMBULATORY HEALTH SERVICES (AAP)**

Measure	MCO HEDIS 2013 (MY 2012) ¹	MCO Encounter (MY 2012) ²	Comparison of HEDIS to Encounter Rates ³
AAP (Ages 20-44)	82.24%	73.7%	ss
AAP (Ages 45-64)	88.06%	82.6%	ss
AAP (Ages 65+)	90.63%	85.8%	ss

AAP (Ages 20-44)		
Denominator	16,778	19,275
Numerator	14,281	14,208
AAP (Ages 45-64)		
Denominator	13,090	14,327
Numerator	11,870	11,839
AAP (Ages 65+)		
Denominator	5,206	5,578
Numerator	4,793	4,785



1-Rate reported for HEDIS 2013 by MCO.

2-Rate calculated from encounters submitted by MCO.

3-ss=statistically significant difference, ns=not statistically significant difference.

NOTE: Includes adults ages 20-65+ as of December 31 of the measurement year.

No more than a one month gap in enrollment during the measurement year

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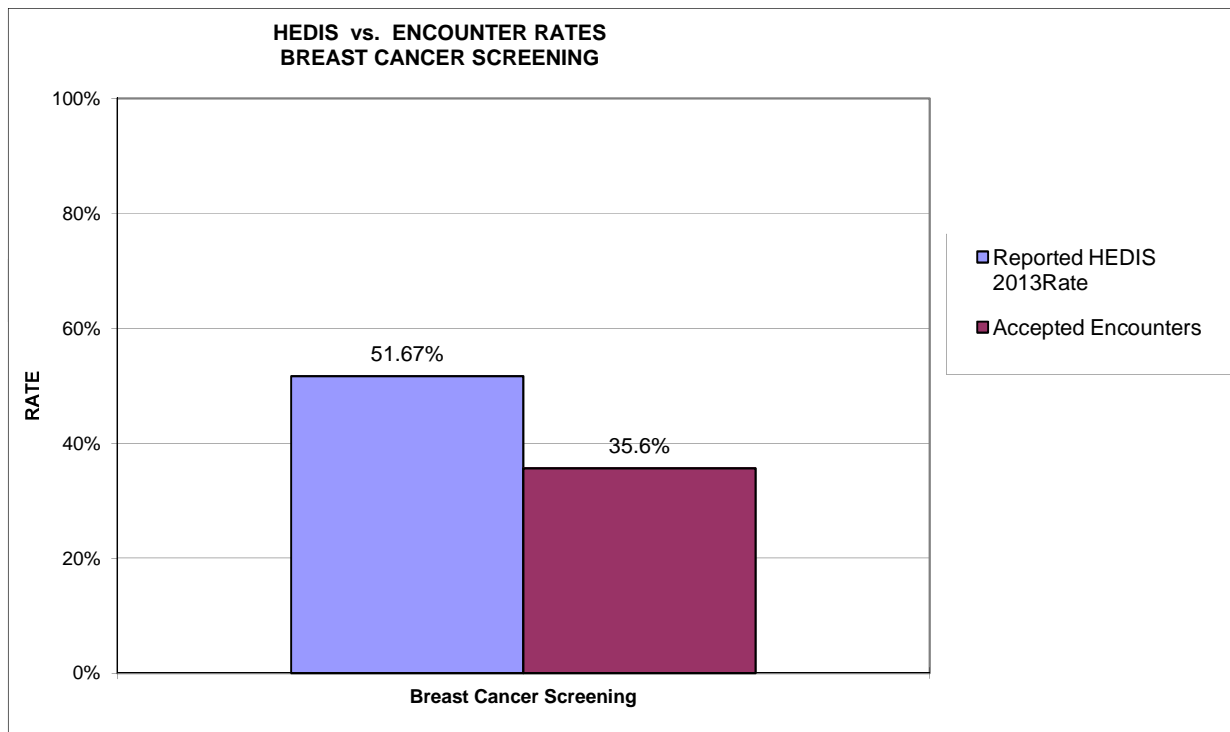
Passport Health Plan

MCO HEDIS Rates - Plan Reported Versus Calculated Using Encounter Data

DATES OF SERVICE:

HEDIS[®] 2013 BREAST CANCER SCREENING (BCS)

Measure	MCO HEDIS 2013 (MY 2012) ¹	MCO Encounter (MY 2012) ²	Comparison of HEDIS to Encounter Rates ³
Breast Cancer Screening	51.67%	35.6%	ss
Denominator	8,969	9,347	
Numerator	4,634	3,332	



1-Rate reported for HEDIS 2013 by MCO.

2-Rate calculated from encounters submitted by MCO.

3-ss=statistically significant difference, ns=not statistically significant difference.

NOTE: Includes women ages 42-69 years as of December 31 of the measurement year.

No more than a one month gap in enrollment during the measurement year

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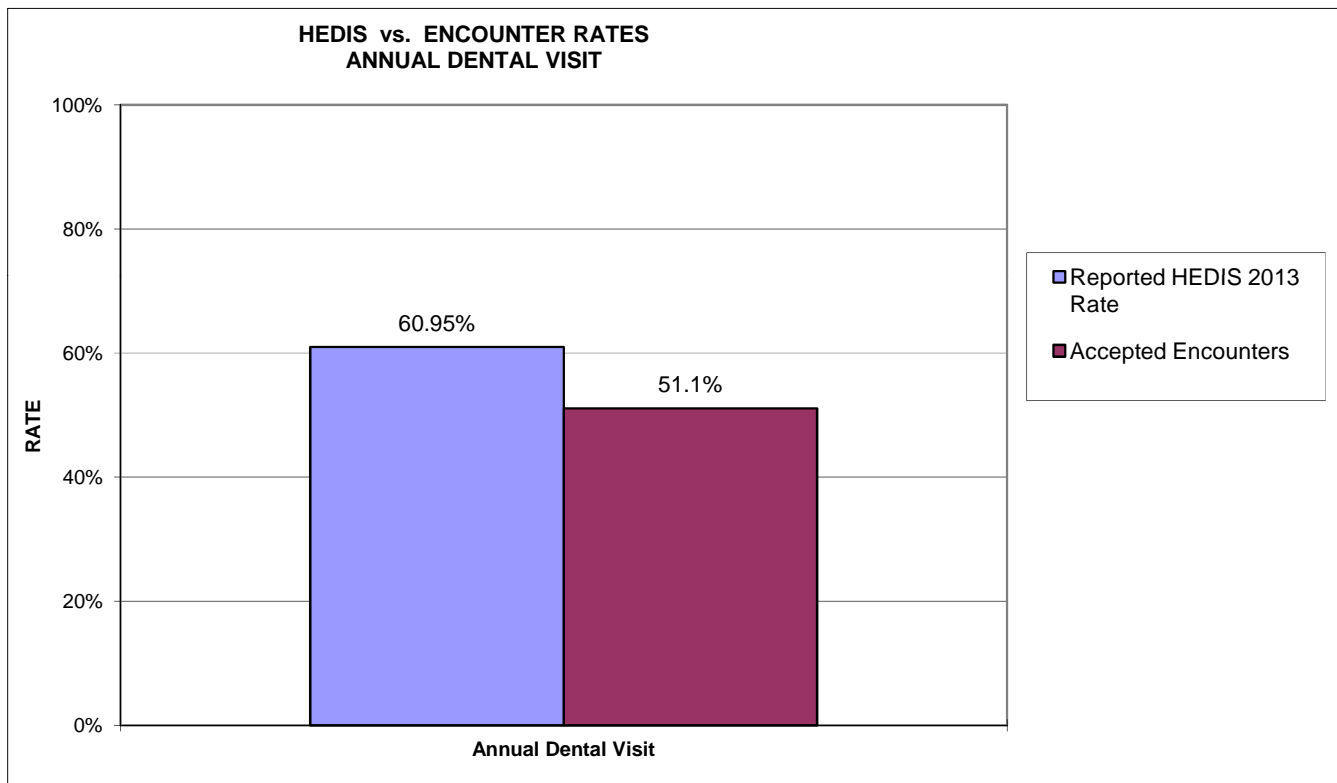
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MCO HEDIS Rates - Plan Reported Versus Calculated Using Encounter Data

DATES OF SERVICE: 01JAN2012 - 31DEC2012

HEDIS[®] 2013 ANNUAL DENTAL VISIT (ADV)

Measure	MCO HEDIS 2013 (MY 2012) ¹	MCO Encounter (MY 2012) ²	Comparison of HEDIS to Encounter Rates ³
Annual Dental Visit	60.95%	51.1%	ss
Denominator	90,746	102,030	
Numerator	55,310	52,110	



1-Rate reported for HEDIS 2013 by MCO.

2-Rate calculated from encounters submitted by MCO.

3-ss=statistically significant difference, ns=not statistically significant difference.

NOTE: Includes members who turned 2-21 years as of December 31 of the measurement year.

No more than a one month gap in enrollment during the measurement year

ISSUE DATE:

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WellCare of Kentucky Inc.

MCO HEDIS Rates - Plan Reported Versus Calculated Using Encounter Data

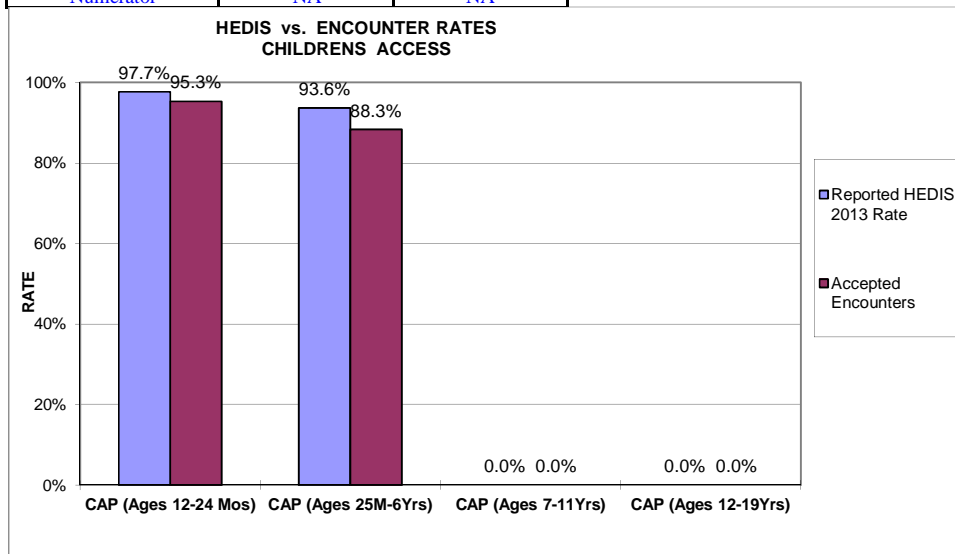
DATES OF SERVICE:

01JAN2012 - 31DEC2012

HEDIS[®] 2013 CHILDREN and ADOLESCENTS' ACCESS TO PRIMARY CARE PRACTITIONERS (CAP)

Measure	MCO HEDIS 2013 (MY 2012) ¹	MCO Encounter (MY 2012) ²	Comparison of HEDIS to Encounter Rates ³
CAP (Ages 12-24 Mos)	97.7%	95.3%	ss
CAP (Ages 25M-6Yrs)	93.6%	88.3%	ss
CAP (Ages 7-11Yrs)	NA	NA	NA
CAP (Ages 12-19Yrs)	NA	NA	NA

CAP (Ages 12-24 Mos)		
Denominator	5,954	5,859
Numerator	5,818	5,581
CAP (Ages 25M-6Yrs)		
Denominator	23,990	23,524
Numerator	22,457	20,781
CAP (Ages 7-11Yrs)		
Denominator	NA	NA
Numerator	NA	NA
CAP (Ages 12-19Yrs)		
Denominator	NA	NA
Numerator	NA	NA



1-Rate reported for HEDIS 2013 by MCO.

2-Rate calculated from encounters submitted by MCO.

3-ss=statistically significant difference, ns=not statistically significant difference.

NOTE: Age as of December 31 of the measurement year.

No more than a one month gap in enrollment during the measurement year

ISSUE DATE:

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WellCare of Kentucky Inc.

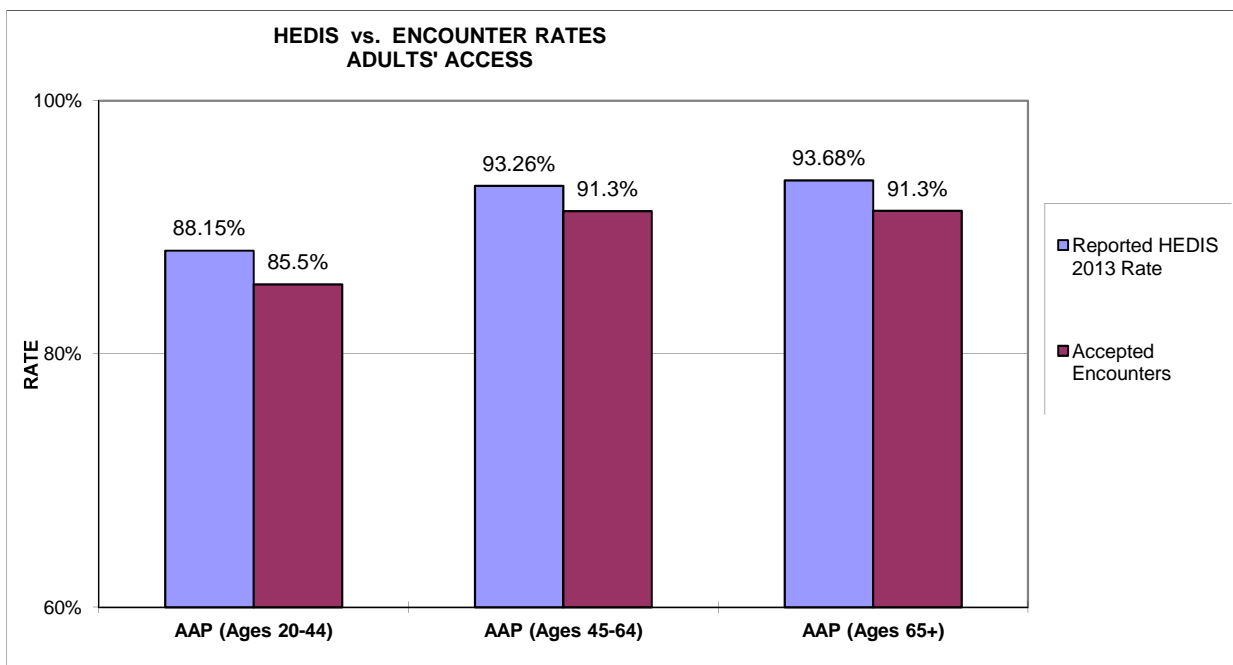
MCO HEDIS Rates - Plan Reported Versus Calculated Using Encounter Data

DATES OF SERVICE: 01JAN2012 - 31DEC2012

HEDIS¹ 2013 ADULTS' ACCESS TO PREVENTIVE/AMBULATORY HEALTH SERVICES (AAP)

Measure	MCO HEDIS 2013 (MY 2012) ¹	MCO Encounter (MY 2012) ²	Comparison of HEDIS to Encounter Rates ³
AAP (Ages 20-44)	88.15%	85.5%	ss
AAP (Ages 45-64)	93.26%	91.3%	ss
AAP (Ages 65+)	93.68%	91.3%	ss

AAP (Ages 20-44)		
Denominator	19,360	18,802
Numerator	17,065	16,075
AAP (Ages 45-64)		
Denominator	16,383	16,115
Numerator	15,279	14,706
AAP (Ages 65+)		
Denominator	6,250	6,034
Numerator	5,855	5,508



1-Rate reported for HEDIS 2013 by MCO.

2-Rate calculated from encounters submitted by MCO.

3-ss=statistically significant difference, ns=not statistically significant difference.

NOTE: Includes adults ages 20-65+ as of December 31 of the measurement year.

No more than a one month gap in enrollment during the measurement year

ISSUE DATE: 9-Jul-14

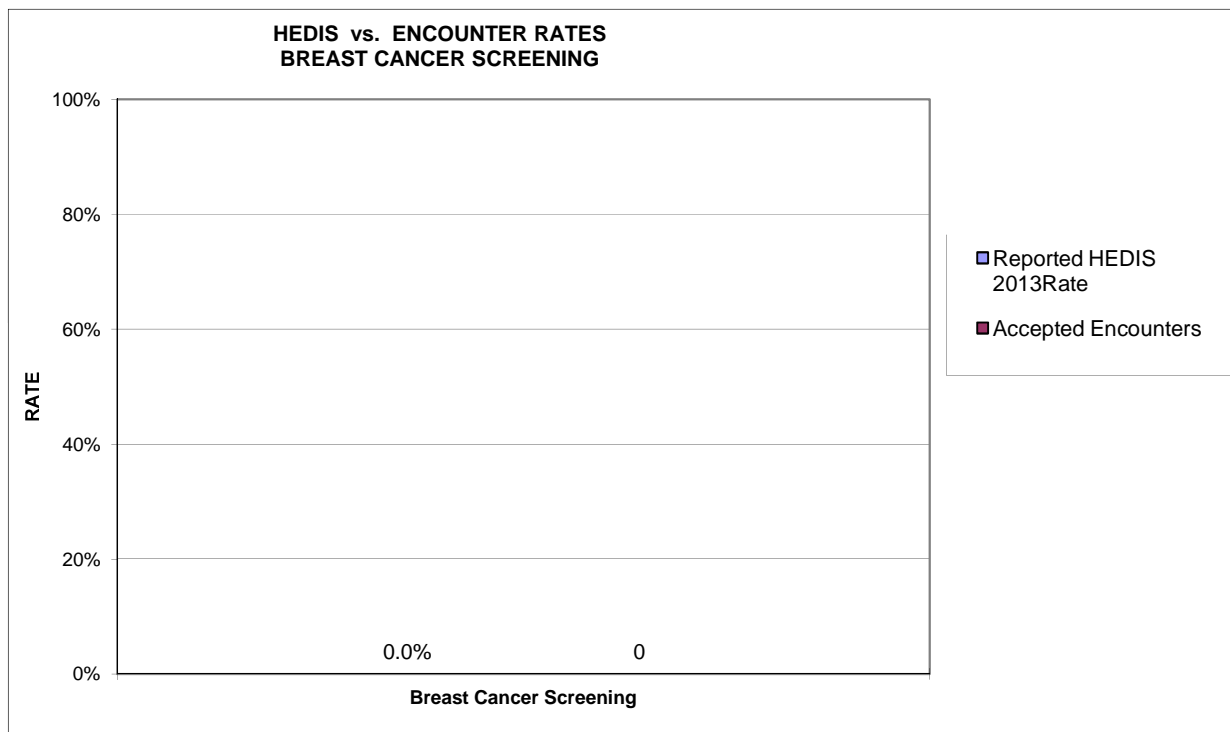
WellCare of Kentucky Inc.

MCO HEDIS Rates - Plan Reported Versus Calculated Using Encounter Data

DATES OF SERVICE: 01JAN2012 - 31DEC2012

HEDIS[®] 2013 BREAST CANCER SCREENING (BCS)

Measure	MCO HEDIS 2013 (MY 2012) ¹	MCO Encounter (MY 2012) ²	Comparison of HEDIS to Encounter Rates ³
Breast Cancer Screening	NA	NA	NA
Denominator	NA	NA	NA
Numerator	NA	NA	NA



1-Rate reported for HEDIS 2013 by MCO.

2-Rate calculated from encounters submitted by MCO.

3-ss=statistically significant difference, ns=not statistically significant difference.

NOTE: Includes women ages 42-69 years as of December 31 of the measurement year.

No more than a one month gap in enrollment during the measurement year

ISSUE DATE: 9-Jul-14

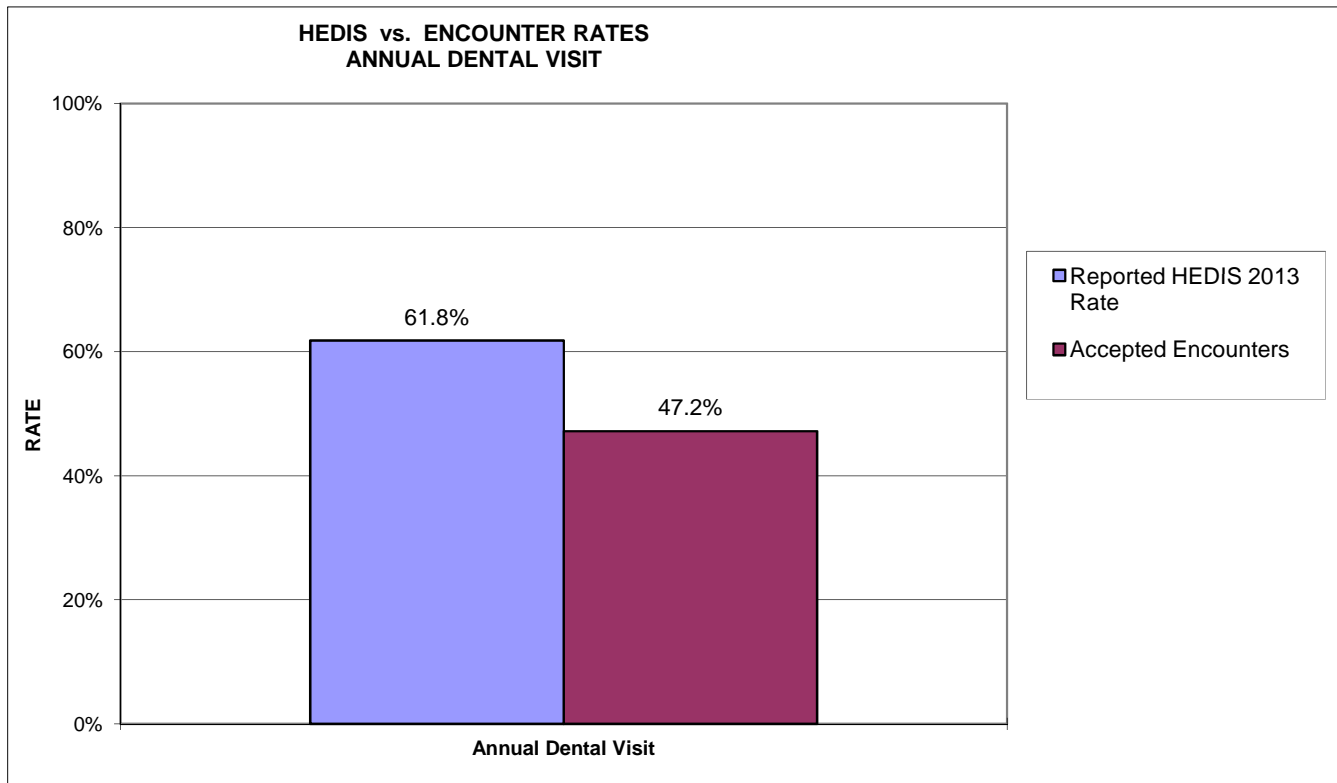
WellCare of Kentucky Inc.

MCO HEDIS Rates - Plan Reported Versus Calculated Using Encounter Data

DATES OF SERVICE: 01JAN2012 - 31DEC2012

HEDIS[®] 2013 ANNUAL DENTAL VISIT (ADV)

Measure	MCO HEDIS 2013 (MY 2012) ¹	MCO Encounter (MY 2012) ²	Comparison of HEDIS to Encounter Rates ³
Annual Dental Visit	61.8%	47.2%	ss
Denominator	74,286	72,922	
Numerator	45,900	34,409	



1-Rate reported for HEDIS 2013 by MCO.

2-Rate calculated from encounters submitted by MCO.

3-ss=statistically significant difference, ns=not statistically significant difference.

NOTE: Includes members who turned 2-21 years as of December 31 of the measurement year.

No more than a one month gap in enrollment during the measurement year

ISSUE DATE:

9-Jul-14